AMENDMENTS TO THE CLAIMS

What is claimed is:

1.   (Canceled)

2.   (Currently Amended)   The method of claim 54, wherein the telephone interface system receives telephone identifying information, the method further comprising:

accessing a user profile corresponding to the telephone identifying information, the user profile corresponding to information about a user; and

including information from the user profile in at least one of a first request or a second request to the particular ~~second~~ computer system.

3.   (Previously Presented)   The method of claim 2, wherein the user profile includes at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, or a telephone number.

4.   (Original)   The method of claim 2, wherein the user profile includes information obtained from a reverse directory lookup on the telephone identifying information.

5.   (Previously Presented) The method of claim 2, further comprising:

providing a third audio request over the telephone interface system, the third audio request corresponding to a request for at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, or a telephone number;

receiving an audio information response over the telephone interface system, the audio information response corresponding to at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, or a telephone number; and

including the corresponding at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, or a telephone number in the user profile.

6.   (Currently Amended) The method of claim 2, wherein the second set of computer systems includes a web server providing an HTML order form, and wherein the second request comprises HTML form data corresponding to information from the user profile.

7.   (Currently Amended) The method of claim 2, wherein the second set of computer systems includes a web server supporting an HTTP protocol, and wherein the second request comprises data corresponding to information from the user profile sent using the HTTP protocol.

8.   (Currently Amended) The method of claim 2, wherein an Internet access system supports access to the second set of computer systems using one or more of a secure sockets layer (SSL) protocol, a hypertext transfer protocol (HTTP), or a secure hypertext transfer protocol (HTTPS).

9.   (Previously Presented) The method of claim 8, wherein the second request includes at least one of hypertext markup language (HTML) data or extensible markup language (XML) data sent to the second computer system using HTTPS.

10.   (Currently Amended) The method of claim 8, wherein the second set of computer systems includes a web server providing an HTML order form, and wherein the second request comprises HTML form data corresponding to an order for a product.

11. (Currently Amended) The method of claim 2, further comprising responsive to a first response from the particular ~~second~~ computer system, generating a voice receipt, the voice receipt corresponding to information about the electronic commerce transaction.

12. (Previously Presented) The method of claim 11, wherein the voice receipt includes at least one of a name of a product, a description of the product, a name of the merchant, a contact information for the merchant, a price paid for the product, an order number, a confirmation number, or a status.

13. (Currently Amended) The method of claim 11, wherein the voice receipt includes a status, the status corresponding to information retrieved from the particular ~~second~~ computer system about the electronic commerce transaction.

14. (Original) The method of claim 11, further comprising:

receiving an audio request, the audio request corresponding to a request to review the voice receipt; and responsive to the audio request, providing a second audio response over the telephone interface, the second audio response corresponding to information from the voice receipt.

15. (Previously Presented) The method of claim 2, wherein the receiving the audio purchase request comprises receiving a verbal request for a product, and performing voice recognition on the verbal request to determine the product.

16. (Previously Presented) The method of claim 2, wherein the receiving the audio purchase request comprises receiving a series of one or more touch tone signals and decoding the series of one or more touch tone signals to determine the product.

17.   (Previously Presented) The method of claim 2, wherein the receiving the audio purchase request comprises receiving a verbal request for a merchant, and performing voice recognition on the verbal request to determine the merchant.

18.   (Previously Presented) The method of claim 2, wherein the receiving the audio purchase request comprises receiving a series of one or more touch tone signals and decoding the series of one or more touch tone sgnals to determine the merchant.

19.   (Canceled)

20.   (Currently Amended) The method of claim 55, further comprising:

providing a single command commerce model using the computer system, wherein the computer system includes the telephone interface system coupled in communications with an Internet access system, the telephone interface system being coupled in communications with a telephone;

receiving the audio purchase request over the telephone interface system, the audio purchase request corresponding to a product for sale from the particular merchant, which uses a particular electronic commerce model, wherein the single command commerce model abstracts the particular electronic commerce model used by the particular merchant such that the computer system provides a uniform interface, which is independent of the particular electronic commerce model used by the particular merchant, between the telephone and the particular merchant;

responsive to the audio purchase request, performing the following

sending a first request to the particular ~~second~~ computer system over the Internet access system, the first request corresponding to a request for information about the product,

receiving a first response from the particular ~~second~~ computer system over the Internet access system, the first response corresponding to an information about the product,

providing an audio response over the telephone interface system, the audio response corresponding to the information, ~~and~~

receiving a confirmatory audio request over the telephone interface system; and

responsive to the confirmatory audio request, performing the following

sending a second request to the particular ~~second~~ computer system over the Internet access system, the second request corresponding to a request to purchase the product from the particular merchant;

receiving a second response from the particular ~~second~~ computer system over the Internet access system, the second response corresponding to a confirmation of the second request; and

providing a second audio response over the telephone interface system, the second audio response indicating completion of the electronic commerce transaction, ~~and~~

wherein the telephone interface system receives telephone identifying information, the method further comprising: accessing a user profile corresponding to the telephone identifying information, the user profile corresponding to information about a user; and including information from the user profile in at least one of the first request or the second request.

21.   (Previously Presented)   The method of claim 20, wherein the user profile includes at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, or a telephone number.

22.   (Original)   The method of claim 20, wherein the user profile includes information obtained from a reverse directory lookup on the telephone identifying information.

23.   (Previously Presented) The method of claim 20, further comprising:

providing a third audio request over the telephone interface system, the third audio request corresponding to a request for at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, or a telephone number;

receiving an audio information response over the telephone interface system, the audio information response corresponding to at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, or a telephone number; and

including the corresponding at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, or a telephone number in the user profile.

24.   (Currently Amended) The method of claim 20, wherein the second set of computer systems includes a web server providing an HTML order form, and wherein the second request comprises HTML form data corresponding to information from the user profile.

25.   (Currently Amended) The method of claim 20, wherein the second set of computer systems includes a web server supporting an HTTP protocol, and wherein the second request comprises data corresponding to information from the user profile sent using the HTTP protocol.

26.   (Currently Amended) The method of claim 20, wherein the Internet access system supports access to the second set of computer systems using one or more of a secure sockets layer (SSL) protocol, a hypertext transfer protocol (HTTP), or a secure hypertext transfer protocol (HTTPS).

27.   (Previously Presented) The method of claim 26, wherein the second request includes at least one of hypertext markup language (HTML) data or extensible markup language (XML) data sent to the second computer system using HTTPS.

28.   (Currently Amended) The method of claim 26, wherein the second <u>set of</u> computer system<u>s</u> includes a web server providing an HTML order form, and wherein the second request comprises HTML form data corresponding to an order for the product.

29.   (Canceled)

30.   (Currently Amended) The computer system of claim 56, wherein the control subsystem includes at least one program for

providing a single command commerce model,

processing an audio request to purchase a product from the <u>particular</u> merchant, which uses a particular electronic commerce model, wherein the single command commerce model abstracts the particular electronic commerce model used by the <u>particular</u> merchant such that a uniform interface, which is independent of the particular electronic commerce model used by the <u>particular</u> merchant, is provided between the telephone and the <u>particular</u> merchant, and

completing the electronic commerce transaction for the product with the <u>particular</u> merchant over the network interface responsive to an audio confirmation, and

wherein the at least one program in the control subsystem further accesses a user profile corresponding to the telephone identifying information, the user profile corresponding to information about a user and wherein the completing further comprises providing at least a portion of the user profile to the <u>particular</u> merchant over the Internet interface.

31.   (Previously Presented) The computer system of claim 30, wherein the at least one program in the control subsystem further for generating a voice receipt

responsive to the completing, the voice receipt corresponding to information about the electronic commerce transaction.

32.   (Canceled)

33.   (Currently Amended) The computer system of claim 57, further comprising:

means for receiving telephone identifying information associated with a telephone;

means for providing a single command commerce model;

means for receiving the audio request to initiate the electronic commerce transaction over the telephone;

means for selecting a product from the <u>particular</u> merchant using an audio dialogue, wherein the <u>particular</u> merchant uses a particular electronic commerce model, wherein the single command commerce model abstracts the particular electronic commerce model used by the <u>particular</u> merchant such that a uniform interface, which is independent of the particular electronic commerce model used by the <u>particular</u> merchant, is provided between the telephone and the <u>particular</u> merchant;

means for receiving audio confirmation of the electronic commerce transaction of the product; and

means for completing the electronic commerce transaction over the Internet with the second computer system, and

wherein the means for completing further comprises:

means for accessing a user profile corresponding to the telephone identifying information, the user profile corresponding to information about a user;

means for providing at least a portion of the user profile to the second computer system over the Internet to complete the electronic commerce transaction.

34.   (Previously Presented) The computer system of claim 33, further comprising means for providing a voice receipt of the electronic commerce transaction, the voice receipt corresponding to a record of the electronic commerce transaction.

35.   (Currently Amended) The computer system of claim 33, wherein the means for selecting comprises:

means for comparing prices for the product at a plurality of merchants <u>of the set of merchants</u>;

means for providing a list of a predetermined number of merchants from the plurality of merchants <u>of the set of merchants</u> over the telephone, the predetermined number of merchants offering the product at a lower price than other merchants in the plurality of merchants; and

means for receiving an audio selection of one of the merchants in the list, the selection corresponding to the <u>particular</u> merchant.

36.   (Canceled)

37.   (Currently Amended) The method of claim 58, further comprising:

providing a single command commerce model using the computer system which supports access to an Internet for completing commerce transactions;

presenting information about the item in audio format over the telephone interface using the computer system; and

responsive to a single audio response received by the computer system over the telephone interface:

retrieving telephone identifying information associated with the telephone to identify a profile associated with a purchaser; and sending a request to order the item, the request including information from the profile about the purchaser to the particular ~~second~~ computer system on the Internet, the particular ~~second~~ computer system operated by the particular merchant selling the item and using a particular electronic commerce model, wherein the single command commerce model abstracts the particular electronic commerce model used by the particular merchant such that the computer system provides a uniform interface, which is independent of the particular electronic commerce model used by the merchant, between the telephone and the particular merchant, and

wherein the request is sent to the <u>particular</u> ~~second~~ computer system over the Internet using a secure hypertext transfer protocol (HTTPS) and the request includes a payment identifier from the user profile.

38.   (Previously Presented) The method of claim 37, wherein the profile includes at least one of a name, an address, a credit number, a credit card expiration date, an electronic mail address, or a telephone number.

39.   (Previously Presented) The method of claim 37, wherein the profile includes information obtained from a reverse directory lookup on the telephone identifying information.

40.   (Currently Amended) The method of claim 37, wherein the second <u>set of</u> computer system<u>s</u> includes a web server providing an HTML order form, and wherein the request to order the item comprises HTML form data corresponding to information from the profile.

41.   (Currently Amended) The method of claim 37, wherein the second <u>set of</u> computer system<u>s</u> includes a web server supporting an HTTP protocol, and wherein the request to order the item comprises data corresponding to information from the profile sent using the HTTP protocol.

42.   (Currently Amended) The method of claim 37, wherein computer system communicates with the second <u>set of</u> computer system<u>s</u> over the Internet using one or more of a secure sockets layer (SSL) protocol, a hypertext transfer protocol (HTTP), or a secure hypertext transfer protocol (HTTPS).

43.   (Previously Presented) The method of claim 42, wherein the request to order the item includes at least one of hypertext markup language (HTML) data or extensible markup language (XML) data sent to the second computer system using HTTPS.

44.   (Currently Amended) The method of claim 42, wherein the second set of computer systems includes a web server providing an HTML order form, and wherein the request to order the item comprises HTML form data corresponding to an order for the product.

45.   (Previously Presented) The method of claim 37, further comprising after the request to order the item, generating a voice receipt, the voice receipt corresponding to information about the order of the item.

46.   (Currently Amended) The method of claim 45, wherein the voice receipt includes at least one of a name of the item, a description of the item, a name of the particular merchant, a contact information for the particular merchant, a price paid for the item, an order number, a confirmation number, or a status.

47.   (Original) The method of claim 45, wherein the voice receipt includes a status, the status corresponding to information retrieved from the second computer system about the order of the item.

48.   (Canceled)

49.   (Currently Amended) The method of claim 59, further comprising:
providing a single command commerce model using the first computer system coupled to the telephone by a telephone interface and supporting access to an Internet;
receiving a signal from the second computer system over the Internet, the second computer system operated by the particular merchant selling the item and using a

particular electronic commerce model, wherein the single command commerce model abstracts the particular electronic commerce model used by the particular merchant such that the first computer system provides a uniform interface, which is independent of the particular electronic commerce model used by the particular merchant, between the telephone and the particular merchant, the signal corresponding to a request to place a telephone call to a user at a telephone number to complete the purchase of the item;

calling the user over the telephone at the telephone number using the telephone interface using the first computer system;

conducting an audio dialogue over the telephone interface with the user using the first computer system to obtain at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, a telephone number, a confirmation of the purchase, or a password; and

completing the purchase of the item by sending a message to the second computer over the Internet, the message including at least a portion of personal identifying information obtained in the audio dialogue, and

wherein the conducting the audio dialogue comprises:

identifying a user profile associated with the telephone number;

making an audio request, the audio request corresponding to a request for a password from the user;

receiving an audio response, the audio response corresponding to a password from the user; and wherein the completing occurs responsive to verification of the password provided by the user against the password in the user profile.

50.   (Canceled)

51.   (Previously Presented)   The method of claim 60, wherein a pause of a predetermined amount of time is inserted between the presentation of each item in the list.

52.   (Canceled)

53.   (Currently Amended)   The method of claim 61, wherein the speech recognition result indicates that the human could not process the audio ~~signal~~ data, the method further comprising repeating the method until the speech recognition result no longer indicates that the human could not process the audio ~~signal~~ data.

54.   (Currently Amended)   A method of facilitating an electronic commerce transaction, the method comprising:

operating a computer system that is unaffiliated with a second set of computer systems utilized by a set of merchants to provide electronic commerce, the computer system being configured to respond to an audio command representing an audio purchase request received via a telephone interface system of the computer system;

presenting one or more offerings provided by at least one of the set of merchants in audio format via the telephone interface system;

in response to receiving the audio purchase request, identifying a particular merchant of the at least one of the set of merchants to whom the audio purchase request is relevant;

~~causing the computer system to establish a communication link with the second computer system; and~~ establishing a communication link between the computer system and a particular computer system of the second set of computer systems that is affiliated with the particular merchant;

~~causing the computer system to electronically interact with the second computer system to perform~~ performing the electronic commerce transaction initiated by the audio purchase request.

55.   (Currently Amended)   A method of facilitating an electronic commerce transaction, the method comprising:

operating a computer system that is unaffiliated with a second set of computer systems utilized by a set of merchants to provide electronic commerce, the computer

system being configured to respond to an audio command representing an audio purchase request received via a telephone interface system of the computer system;

presenting one or more offerings provided by at least one of the set of merchants in audio format via the telephone interface system;

in response to receiving the audio purchase request,

causing the computer system to convert the received audio command to an electronic command;

identifying a particular merchant of the set of merchants to whom the audio purchase request is relevant;

causing the computer system to establish a communication link with a particular computer system of the second set of computer systems that is affiliated with the particular merchant by utilizing the electronic command; and

~~causing the computer system to electronically interact with the second computer system to perform~~ performing the electronic commerce transaction initiated by the audio purchase request.

56.   (Currently Amended) A computer system comprising:

a network interface including at least one program to access a second set of computer systems using one or more of a SSL protocol, a HTTP, or a HTTPS, the second set of computer systems being utilized by a set of merchants to provide electronic commerce;

a telephone interface to send and receive audio signals to and from a telephone and to receive telephone identifying information corresponding to the telephone; and

a control subsystem to control the network interface and the telephone interface, the control subsystem being unaffiliated with the second set of computer systems and facilitating an electronic commerce transaction with a particular computer system of the second set of computer systems and establishing a communication link with the particular computer system to initiate a transaction;

wherein, the particular computer system is associated with a particular merchant of the set of merchants to be identified from the received audio signals.

57.   (Currently Amended) A computer system comprising:

means for operating independently of and separately from a second set of computer systems utilized by a set of merchants to provide electronic commerce, the means for operating being unaffiliated with the second set of computer systems;

means for responding to an audio command representing an audio request;

means for presenting one or more offerings provided by at least one of the set of merchants in audio format via the telephone interface system;

means for identifying a particular merchant of the set of merchants to whom the audio request is relevant;

means for establishing a communication link with a particular computer system of the second set of computer systems; and

means for electronically interacting with the particular computer system of the second set of computer systems to perform an electronic commerce transaction initiated by the audio request.

58.   (Currently Amended) A method of ordering an item over a telephone, the method comprising:

operating a computer system that is unaffiliated with a second set of computer systems utilized by a set of merchants to provide electronic commerce, the computer system being configured to respond to an audio command representing ordering the item;

in response to receiving the audio command over the telephone, identifying a particular merchant of the set of merchants to whom the audio command is relevant and causing the computer system to establishing a communication link with a particular computer system of the second set of computer systems that is affiliated with the particular merchant; and

~~causing~~ the computer system ~~to electronically interact~~ communicating with the particular ~~second~~ computer system to perform an electronic commerce transaction to order the item.

59.   (Currently Amended) A method, ~~of completing a purchase of an item over a telephone, the method~~ comprising:

operating a first computer system that is unaffiliated with a second set of computer systems utilized by a set of merchants to provide electronic commerce to a user, the first computer system being configured to respond to an audio command representing ~~a request~~ one or more of an audio purchase inquiry and an audio purchase confirmation received via a telephone interface system of the computer system ~~to purchase the item~~;

receiving an audio purchase inquiry from the user associated with an electronic commerce transaction;

receiving telephone identifying information via the telephone interface system;

accessing a user profile corresponding to the telephone identifying information, the user profile corresponding to information about a user;

identifying a set of criteria governing the electronic commerce transaction based on a set of audio correspondences with the user, the set of criteria indicates a preference for one or more of a type of offering and a merchant;

presenting one or more offerings of a type that is associated with the preference provided by at least one of the set of merchants to the user in audio format via the telephone interface system;

receiving the audio purchase confirmation from the user for an offering of the one or more offerings, identifying a particular merchant of the set of merchants from whom the offering is provided;

providing a third audio request over the telephone interface system, the third audio request corresponding to a request for at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, or a telephone number;

receiving an audio information response over the telephone interface system, the audio information response corresponding to at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, or a telephone number;

including the corresponding at least one of a name, an address, a credit card number, a credit card expiration date, an electronic mail address, or a telephone number in the user profile;

in response to receiving the audio command over the telephone, causing the computer system to establishing a communication link with the particular second computer system of the second set of computer systems that is affiliated with the particular merchant; and

causing the computer system to electronically interact communicating with the particular second computer system to complete the purchase of the item electronic commerce transaction initiated by the audio purchase inquiry; wherein the communicating with the particular computer system comprises providing information from the user profile to the particular computer system;

generating a voice receipt, the voice receipt corresponding to information about the electronic commerce transaction;

wherein the voice receipt includes at least one of a name of a product, a description of the product, a name of the particular merchant, a contact information for the particular merchant, a price paid for the product, an order number, a confirmation number, or a status.

60.   (Currently Amended)   A method of completing a purchase from a list including a plurality of items over a telephone, the method comprising:

operating a first computer system that is unaffiliated with a second set of computer systems utilized by a set of merchants to provide electronic commerce, the first computer system being configured to respond to an audio command representing a request to

purchase from the list, and the telephone being coupled to the first computer system by a telephone interface;

using the first computer system to present each of the plurality of items in the list over the telephone interface;

in response to the audio command, <u>identifying a particular merchant of the set of merchants to whom the audio command is relevant and</u> ~~causing the computer system to~~ establish<u>ing</u> a communication link with <u>a particular computer system of</u> the second <u>set of</u> computer system<u>s that is affiliated with the particular merchant</u>; and

~~causing the computer system to electronically interact~~ <u>communicating</u> with the particular ~~second~~ computer system to perform an electronic commerce transaction to complete the purchase from the list.

61.   (Currently Amended)   A method of storing information received over a telephone interface in a data storage coupled to a computer, the method comprising:

operating the computer that is unaffiliated with a second <u>set of</u> computer system<u>s</u> utilized by a <u>set of</u> merchant<u>s</u> to provide electronic commerce, the computer being configured to respond to an audio command;

<u>presenting one or more offerings provided by at least one of the set of merchants in audio format via a telephone interface;</u>

in response to receiving the audio command over the telephone interface, <u>identifying a particular merchant of the at least one of the set of merchants to whom the audio command is relevant and</u> causing the computer to establish a communication link with and ~~to electronically interact~~ <u>communicate</u> with ~~the~~ <u>a particular</u> ~~second~~ computer system<u> of the second set of computer systems that is affiliated with the particular merchant</u>;

sending ~~an~~ audio ~~signal~~ <u>data</u> from the computer to an audio interface, the audio interface for presenting the audio ~~signal~~ <u>data</u> to a human, the audio ~~signal~~ <u>data</u> relating to an electronic commence transaction between the computer and the <u>particular</u> ~~second~~ computer system;

receiving a data ~~signal~~ on the computer, the data ~~signal~~ corresponding to a speech recognition result for the audio ~~signal~~ <u>data</u> by a human; and

responsive to receiving the data ~~signal~~, updating the data storage to include the speech recognition result.